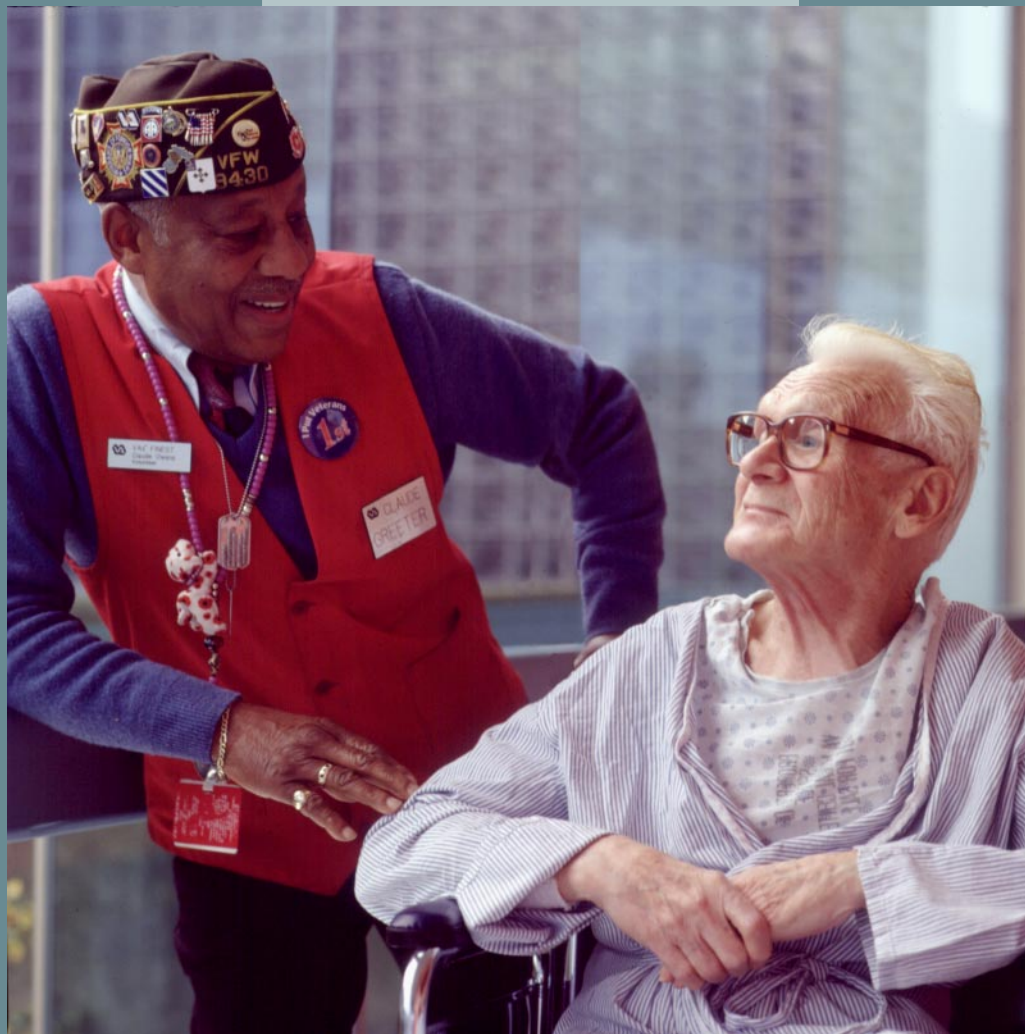


Working together

for the health of our

veterans



Working together for the health of our Veterans



Puget Sound
Health Care System
American Lake & Seattle

Delivering the highest
quality health care and
services to veterans of
the Pacific Northwest



Putting Veterans First

VA Puget Sound Health Care System, with two Divisions, American Lake in Tacoma and on Beacon Hill in Seattle, has a rich history of caring for veterans. During this past fiscal year, VA Puget Sound logged close to 500,000 outpatient visits and more than 11,000 inpatient admissions.

Both divisions of the health care system enjoy spectacular views of Mount Rainier. American Lake sits on a 377-acre campus with historic buildings dating back to the 1920's. This tranquil setting is a short drive from downtown Tacoma. By contrast, the 34-acre Seattle campus was built in 1950 and faces Jefferson Park Golf Course, the Puget Sound, Alki Point and Safeco Field and is minutes from downtown Seattle.

With an annual budget of more than \$270 million and more than 3000 employees, we are committed to excellence in our daily roles—providing the best care possible to men and women veterans in the Northwest. Community support is measured by more than 1300 volunteers who regularly donate over 200,000 hours in support of veterans served by the health care system.

As the largest facility in the VA's Northwest Veterans Integrated Service Network (VISN 20), VA Puget Sound Health Care System is proud of its interdisciplinary approach to quality care. Our organizational leadership emphasizes collaborative decision making through a 22-member Executive Board comprising service line leaders, executive leadership, partnership council members and a veteran representative. The board provides strategic guidance that fosters patient-focused decision making. It oversees the role and positioning of VA Puget Sound within VISN 20 and the Northern Alliance to ensure successful management of goals and objectives that support the health care system's mission.

Customer satisfaction, education and research are essential to our mission, and are demonstrated through the scope of services, programs and information provided to our more than 45,000 patients and their families. Quality improvement tools measure our effectiveness and ensure that decisions are made as close as possible to the actual site of care.

External review and accreditation is a key measurement of our success and includes: the Joint Commission on Accreditation of Hospital Organizations; College of American Pathologists; American Association of Health System Pharmacists; Accreditation Council for Graduate Medical Education; State of Washington; Council of Accredited Rehabilitation Facilities.

Training the Next Generation

VA Puget Sound Health Care System plays a major role in training the next generation of health care professionals with over \$7 million in funding for medical education and allied health care training programs. Our physicians hold academic appointments at the University of Washington. Partnerships exist with the University of Washington and 50 other academic institutions. Over 500 medical residents and 1000 allied health professionals train in disciplines including dentistry, pharmacy, nursing, social work, and public health.



The Veterans Integrated Service Network (VISN) 20 occupies 23% of the US landmass and offers access to more than one million veterans throughout a geographic region that encompasses Alaska, Idaho, Oregon and Washington. VISN 20's Northern Alliance (Alaska, Idaho and Washington) serves veterans across the region and maintains a strong collaborative referral network.



Breakthroughs in Medicine

Some of the nation's most prominent researchers reside at VA Puget Sound Health Care System, the second largest VA funded research program in the country and the fourth largest VISN based research endeavor. With close to 140 Principal Investigators (PhD's, MD's, & RN's) and more than 400 staff, our research teams are involved in more than 200 clinical studies, over 130 basic science studies and more than 50 Health Service Research & Development projects. Cooperative studies involve the University of Washington, Fred Hutchinson Cancer Research Center, National Institutes of Health and the private sector. Funding for these research programs totals more than \$22 million and comes from government, corporate and private support.

VA Puget Sound is particularly proud of its many achievements including: discovery of two major genes related to Alzheimer's Disease and dementia; new treatments for diabetes; participation in a national Shingles Vaccine Study; designation as the first medical center performing abdominal aortic stent grafting in the Northwest; and development of the prosthetic Seattle Foot.

Innovations in Health Care Delivery

Videoconferencing has become an integral part of conducting business and allows for interactive meetings, education and training, and clinical care throughout the medical center and the VISN. This technology significantly reduces travel and increases patient satisfaction and staff efficiency. Growing uses include active telemedicine clinics in cardiology, dermatology, pre-surgical workup and home spinal cord injury care, as well as a regional Tumor Board to deliver health care services over distances. Additional telemedicine clinics are planned in a variety of specialties to bring care closer to veterans throughout the Northwest.

We are in the process of implementing an electronic imaging system that allows medical images including radiology exams to be securely captured and stored on computers. Tests and results are now available to clinicians regardless of where they are caring for patients.

The use of a Computerized Patient Record System (CPRS) will enable VA Puget Sound Health Care System to be paperless by the end of 2000. CPRS, a highly secure system, allows health care providers to quickly access patient information for making quick and thorough decisions, ordering medications, therapies, tests and consults as well as documenting care.

Programs of Note

- ▼ Blind Rehabilitation & Residential Training Program
- ▼ World renowned Diabetes Research, Prevention & Treatment
- ▼ Internationally recognized Research in the Genetics of Alzheimer's Disease, Dementia & Mental Illness
- ▼ Model programs in Spinal Cord Injury Treatment, Rehabilitation Research and Prosthetics
- ▼ Bone Marrow Transplantation, Gene Therapy and New Cancer Treatments in collaboration with Fred Hutchinson Cancer Research Center
- ▼ Homeless Veterans Domiciliary Treatment & Rehabilitation Program
- ▼ Post-traumatic Stress Disorder & Gulf War Illness Research & Treatment Programs

Centers of Excellence

- ▼ Spinal Cord Injury Treatment
- ▼ Health Services Research & Development
- ▼ Epidemiology Research & Information Center
- ▼ Rehabilitation for Amputations, Prosthetics & Limb Loss Prevention
- ▼ Mental Illness Research, Education & Clinical Center
- ▼ Geriatric Research, Education & Clinical Center
- ▼ Substance Abuse Treatment & Education

Reaching Out to Veterans Through Specialized Programs And Services

Our primary and specialty care programs, outreach clinics, and veterans centers meet a broad range of health and human service needs for men and women veterans across the region. Examples of care and services include:

- Alzheimer's Disease
- Arthritis
- Audiology & Speech Pathology
- Blind Rehabilitation
- Bone Marrow Transplantation
- Cardiology
- Dental Care
- Dermatology
- Dialysis
- Endocrinology
- Ex-Prisoner Of War Programs
- Gastroenterology
- General Internal Medicine
- Geriatric Care
- Hematology
- Homeless Veteran Programs
- Mental Health
- Minority Veterans Outreach Programs
- Nephrology
- Neurology
- Nursing Home Care
- Oncology
- Ophthalmology & Optometry
- Otolaryngology
- Gulf War Veterans Health Registry
- Podiatry
- Post Traumatic Stress Disorders
- Primary Care
- Prosthetics & Amputation Therapy Programs
- Pulmonary Medicine
- Radiology
- Radiation Oncology
- Readjustment Counseling
- Rehabilitation Therapy
- Spinal Cord Injury Treatment
- Substance Abuse Treatment
- Surgery *
- Urology
- Women's Health

* Includes Cardiac, General, Orthopedic, Neurological, Plastic, Thoracic, Vascular

Community Based Outpatient Care sites bring primary care closer to veterans. In cooperation with Pacific Medical Center, we are offering primary care at locations in North King and South Snohomish County. Additional sites may be identified in the future.

The Pacific Northwest — A Great Place to Live and Work

Best known for its aerospace products, high tech industry and coffee, the Pacific Northwest also offers exciting ethnic and cultural events and boasts breathtaking mountains, lakes and streams. These provide the setting for diverse outdoor and sporting activities. A full range of college and professional spectator events, performing arts and fine dining also exists.



Mt. Rainier



Puget Sound Ferries

The Pacific Northwest is a world trade center and is home to the rapidly growing internet, biotechnology and telecommunications industries. The Puget Sound region will continue to be a worldleader well into the next century.



American Lake Division



Seattle Division

Mission...

To proudly serve the veterans of the Pacific Northwest, by delivering the highest quality health care and services supported by our education and research programs.

Vision...

Together, we can exceed customer expectations by continually developing better ways to provide the highest quality health care and services to our veterans within an environment that empowers and inspires excellence.

Values...

Excellence, Courtesy, Respect, Compassion, Trust, Commitment, and Teamwork.